



**NATIONAL INFORMATION
TECHNOLOGY CENTER**

Service Catalog

Version 2.3



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Sample Service Agreement available upon request

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**NATIONAL INFORMATION
TECHNOLOGY CENTER**

**U.S. Department of Agriculture
Office of the Chief Information Officer**

Data Center Services

The NITC Enterprise Solutions are developed utilizing government and industry standards and best practices. Our Level IV data center facilities utilize state-of-the-art, enterprise class infrastructure technologies to deliver optimal yet cost-effective solutions. NITC has a diverse and dedicated staff of Information Technology professionals who are proficient in systems architecture and integration, infrastructure management and operation, and disaster recovery. They work with customers to deliver secure and highly available solutions. The NITC secure IT infrastructure consists of virtualized mainframe and midrange platforms as well as virtualized network and storage infrastructure. The systems and applications managed by NITC are national in scope, mission critical, and essential for the operations of the United States government.

- **Infrastructure as a Service (IaaS):** The NITC Infrastructure as a Service provides standard virtualized operating platforms to securely host customer applications. NITC uses server virtualization technologies, strict standards, and economies of scale to enable rapid delivery of cost-effective, fully managed operating platforms with expanded inheritable security controls. NITC also offers three tiers of IaaS storage that are available to customers on demand.
- **Platform as a Service (PaaS):** The NITC Platform as a Service builds on the IaaS to provide customers with environments where they can develop, test and deploy customer-created or acquired applications. Currently, NITC offers various PaaS services including database, web portal, web server etc. The PaaS services include software license management and essential professional services for the products included in the service.
- **Managed Hosting:** For extremely large or unique applications that require dedicated hardware, NITC will manage customer provided servers up through the operating system (OS) in a secure operating environment including systems installation, engineering, administration, and support.
- **Professional Services:** NITC can provide the professional services required for integrating and administering enterprise-class business applications and databases, project management, and planning for technology advancements and disaster recovery.

Why NITC?

Experience

NITC has provided services as a federated data center since 1973 and has performed data center migrations since the 1980s. NITC cross-services 14 federal departments/bureaus.

Innovation

The NITC-managed Enterprise Data Center is a federally owned Cloud services provider; offering agencies enterprise class infrastructure built from the ground up with market leading technologies. NITC continues to innovate with the introduction of new Cloud services and utilize “green” industry best practices as much as possible to improve energy efficiency and reduce greenhouse gas emissions.

Customer Service

NITC offers 24x7 monitoring and expert technical support to ensure customers can focus on their core business without worrying about IT infrastructure.

CONTACT US

NITCSERVICE@ocio.usda.gov
888-USE-NITC or 816-926-6660



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NITC Cloud Services

NITC offers a broad range of Cloud services using virtualized, multi-tenant operating environments to offer several Platform as a Service (PaaS) and Infrastructure as a Service (IaaS) services. NITC Cloud services offers:

- Rapid elasticity
- Scalable, pay-as-you-go pricing
- Monthly billing and predictable cost
- Periodic hardware refresh
- 99.99% availability
- Independent audits for OIG, A-123 and inheritable controls

Infrastructure as a Service (IaaS): NITC IaaS enables customers to select from secure, standardized Operating System images that are configured to meet actual processing requirements. Each IaaS offering is fully managed and maintained by NITC. Control over specific aspects of a customer's environment can be provided for development and testing of applications. NITC IaaS offerings include:

Available Now	Planned for FY2012
<ul style="list-style-type: none">• Windows™• Linux™• AIX™• Network• Tiered Storage• Web Accelerator	<ul style="list-style-type: none">• Solaris™

Platform as a Service (PaaS): NITC PaaS offerings build upon IaaS offerings to provide customers with robust, fully managed platform solutions that include respective software licensing. By utilizing cost-effective platform solutions that are configured and licensed to meet actual application processing requirements, customers need only focus on the development and deployment of their business applications. NITC PaaS offerings include:

Available Now	Planned for FY2012
<ul style="list-style-type: none">• WebSphere™• WebSphere Portal™• JBoss™• Google™ Web Search• SQL Server™• Oracle™• MySQL™• Web Content Management• Document Management• LAMP	<ul style="list-style-type: none">• DB2™• Cognos™ BI• ESRI™ GIS

Why NITC Cloud Services?

Rapid Provisioning

The NITC Cloud services offer virtualized instances of software, servers and storage that can be deployed for the customers within a very short period of time. In addition, virtualized environment supports rapid elasticity.

Predictable Cost Model

NITC Cloud service helps customers eliminate capital expenditure and improve operating efficiencies by using a multitenant hosting environment. Various standard and premium options and templates are offered to meet unique customer demand.

Customer Service

NITC offers dedicated account teams and 24x7 monitoring and expert technical support to ensure customers can focus on their core business without worrying about IT infrastructure.

CONTACT US

NITCServicedesk@ocio.usda.gov
888-USE-NITC or 816-926-6660

Why NITC

Service Desk

The NITC Service Desk is your single Point of Contact (POC) for managing incidents to resolution. The Service Desk facilitates the restoration of normal operational service to minimize business impact to the customer. The Service Desk is available 24 hours a day, 7 days a week, and utilizes Information Technology Service Management (ITSM) best practices to record, route, and manage the timely response to all service requests.

The NITC Service Desk supports customers daily with:

- Incident management
- Problem management
- Information requests
- Service requests
- Password resets
- Account permissions
- Connectivity issues
- Remote access
- Lost equipment notification

When contacting the Service Desk for assistance:

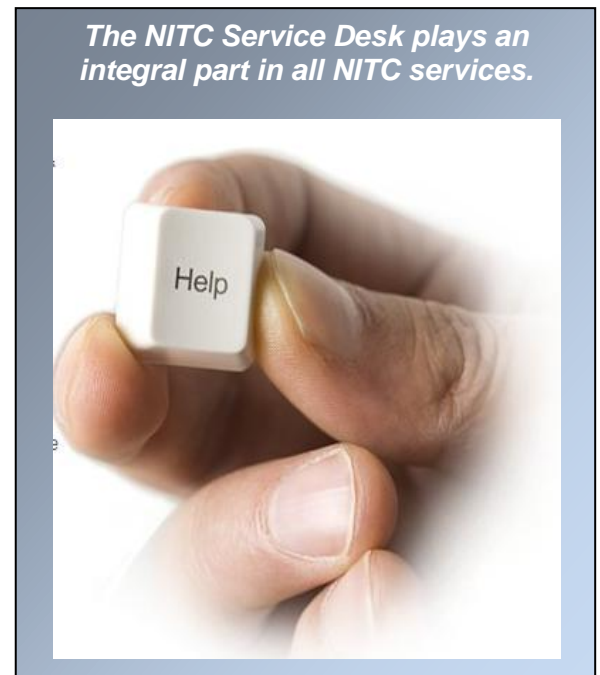
- Be prepared to provide required information
 - Contact information
 - Relevant agency and system information
 - Information related to request
- Provide appropriate authorization for service requests
- Utilize optional email template

The NITC ITIL-based ITSM practices provide:

- Configuration Management Database (CMDB)
- Asset Management
- Configuration Management
- Release Management
- Change Management
- Incident Management
- Problem Management

Contact the NITC Service Desk at:

NITCServicedesk@ocio.usda.gov
888-USE-NITC or 816-926-6660



Why NITC

System and Network Control Center

The NITC System and Network Control Center (SNCC) monitors the performance and availability of NITC managed systems and networks 24 hours a day, 7 days a week.

The NITC SNCC performs:

- System and network monitoring
- 2nd Tier Systems Administration support
 - Mainframe Initial Program Loads (IPLs)
 - System Reboots
 - Hardware Resets
 - Hardware Support
 - Software Support
- Production control functions
- Facility monitoring and management
 - Power and Environmental Equipment Support and Incident Resolution
 - Data Center Security and Access Control
- Tape management
 - Physical tape handling
 - Offsite tape rotation and retrieval
 - Coordination and deployment of media for disaster recovery
- Data component disposal
- 2nd Tier Incident and Problem Management support
- Certification of hardware/software changes

The NITC System and Network Control Center performs 24 x 7 monitoring and operations services.



When contacting the SNCC:

- Be prepared to provide required information
 - Contact information
 - Relevant agency and system information
 - Information related to request
- Provide appropriate authorization for service requests
- Utilize optional email template

Contact the SNCC via the NITC Service Desk at:

NITCServicedesk@ocio.usda.gov
888-USE-NITC or 816-926-6660

Business Management

NITC Account Managers help translate individual business needs into technical requirements and help customers find their way to optimal service delivery.



Service Description

Account Managers dramatically enhance the overall NITC customer experience by assisting with the translation of business application needs into technical hosting requirements and by providing an escalation point for customer services issues.

What is Included

- Ongoing customer relationship management
 - Develop an understanding of customer business functions
 - Identify customer business requirements
 - Assist with the definition of technical requirements
 - Represent NITC functional areas and the overall service delivery process
 - Provide an escalation point to customer service delivery issues
 - Ensure that key issues are escalated to NITC executive management
- Provide information about available NITC services and related costs

- Facilitate customer meetings regarding new projects with NITC functional areas
- Provide pricing estimates for new projects and changes to existing services
- Establish and maintain formal customer service agreements
 - Financial analysis to forecast usage and growth/retraction requirements
 - Monitor actual billing and make changes to agreements as necessary
- Monitor the overall Service Management lifecycle from establishment through retirement
- Provide information regarding planned changes to NITC services for strategic planning purposes
- Collect planned capacity and technical requirements and ensures information is included in NITC strategic planning and capacity forecasts

How We Charge

This key value-added service is included with other NITC services at no extra cost.

Cost Saving Tips

- Provide thorough business and technical requirements
- Utilize [Planning and Integration](#) Services to architect the hosting solution and identify all potential costs
- Utilize NITC [Project Management](#) Services to ensure timely project delivery
- Utilize [Disaster Recovery](#) Services to plan and coordinate DR testing
- Minimize changes during project delivery
- Avoid historical project cost estimation
- Keep Account Managers informed of planning changes and capacity requirements

Business Services

Procurement

Procurement Services enhance the NITC customer experience and provide additional savings through consolidation of buying power.



Service Description

NITC Procurement Services enhance the customer experience by providing centralized support for key contract negotiations. This value added service can optionally be utilized to acquire necessary equipment, software, and services to provide a total customer solution.

What is Included

- Acquisition consultation and assistance
- Cost Savings through economies of scale
- Acquisition support for funded procurements
 - Equipment
 - Software
 - Services
 - Maintenance
- Acquisition Life Cycle Management
 - Requirements Definition
 - Request for Proposal (RFP) development support
 - Technical and Business proposal evaluation
 - Contract Management
- Vendor management

How We Charge

A 5% service fee is applicable to new hardware and software procurements.

Ongoing Hardware and Software maintenance renewals that are part of combined enterprise contracts are free of charge.

Acquisition costs for hardware, software, and services are passed on to customers via reimbursable agreements.

Cost Saving Tips

- Utilize available Blanket Purchase Agreements (BPAs) and other existing contracts
- Provide documented acquisition requirements
- Avoid emergency and expedited procurements

Additional Information

- USDA customers must provide an approved Acquisition Approval Request (AAR) and other supporting information.
- Utilize other OCIO service offerings to minimize application integration efforts and reduce costs through economies of scale

Business Services

Gartner™ Licensing



Service Desk: 888-USE-NITC

NITC can provide access to valuable Information Technology industry analysts and research.



Service Description

Upon request, NITC will work with the customer to purchase subscription services to access Gartner™ research materials and analysts through a consolidated contract.

What is Included

- Procurement of a Gartner subscription service to gain access to:
 - Gartner technical analysis and research
 - Gartner events information
 - Gartner consulting and specialized services
 - IT metrics for performance comparisons
- Vendor management and service support
- Contract and agreement management

How We Charge

This value-added service is provided to NITC customers for no additional cost. Actual subscription and service costs are passed on to the customer via reimbursable agreements.

This service is only available to USDA customers.

- Available Gartner subscription services include:
 - Core Reference Seats
 - Core Advisor Seats
 - Gartner for IT Leaders
 - CIO
 - EXP Signature
 - CIO Essentials

Cost Saving Tips

NITC customers can maximize their investment in Gartner services by combining their requirements with those of many other customers to achieve maximum discount levels and price reductions.

Additional Information

- Specialized services are also available from Gartner to meet unique and varied customer requirements.
- Utilize other OCIO service offerings to minimize application integration efforts and reduce costs through economies of scale

USDA Connect (Social Networking Suite)

We provide a web-based social networking suite for information sharing across USDA.



Service Description

NITC provides a social networking software solution to empower USDA employees to develop and maintain a network of colleagues and nurture creativity with communities of coworkers, partners and customers.

What is Included

- Fully Managed Social Networking solution
- Access management provided through eAuthentication
- Robust Social Networking Suite that includes:
 - Profiles
 - Communities
 - Activities
 - Blogs
 - Wikis
 - Files
 - Bookmarks

How We Charge

Solution charges are based on the following factors:

- Fee based on each user within the agency
- Additional fee for storage use above the standard limit

Service Level Metrics

MNITCure	Target SLA
System Monitoring	24 x 7
Incident Response	24 x 7
System Availability	99.99% excluding planned downtime*
Website Metrics	Weekly log delivery

* - NITC reserves the option to schedule routine infrastructure maintenance activities on Sundays between 1800 to 2400 hours Central Time.

NOTE: NITC utilizes the USDA Universal Telecommunication Network (UTN) for Wide Area Network services. The UTN is contractually guaranteed to be 99.9% available but has historically delivered 99.997% availability.

Cost Saving Tips

We encourage the use of enterprise applications to take advantage of economies of scale thereby reducing cost to all customers

Additional Information

USDA Connect Website <https://connections.usda.gov/>

Platform as a Service



Service Desk: 888-USE-NITC

Mainframe

The NITC Mainframe Platform as a Service offering provides a fully managed platform for applications.



Service Description

The NITC Mainframe Platform as a Service includes a fully managed operating platform for mainframe-based applications. This fully-managed service includes systems engineering services, software tools, storage services, technology refresh, and disaster recovery.

What is Included

- Fully managed NITC Network Services and infrastructure
- Fully managed zOS™ operational environment
- Third party software tools, utilities, and support
- System security administration and support
- Capacity planning and performance tuning
- 24x7 system and network monitoring and support
- Fully managed disk and tape storage services
- Fully managed Disaster Recovery of the operating platform
- Application data recovery support
- Customer certification testing support
- Job scheduling and related monitoring
- Standard database administration activities
- Systems engineering and consulting services
 - Install, configure, customize, and maintain the Operating System and system utilities
 - Research, coordinate, and apply OS maintenance
 - Management, analysis, and review of OS system audit logging
 - Troubleshoot and resolve OS-related problems
 - Disk and Tape storage administration
 - Perform system tuning within the limits of NITC configuration standards
- Related inheritable management controls

How We Charge

Hosting charges are based on actual usage measurements.

Price drivers:

- Prime time and non-prime time CPU usage
- High, Normal, Medium, or Deferred Priority
- Amount of disk storage utilized
- Amount of tape storage utilized
- Additional charges may apply for
 - Specialized software
 - Database administration
 - Application support

Service Level Metrics

Measure	Target SLA
System Monitoring	24 x 7
Incident Response	24 x 7
System Availability	99.9% excluding planned downtime*

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Cost Saving Tips

- Adhere to the scheduled maintenance window
- Provide at least 180 days notice for growth or retraction of processing requirements
- Communicate project processing requirements on a quarterly basis
- Participate in scheduled disaster recovery testing
- Archive data only when necessary
- Delete any unnecessary data
- Utilize standard tools and applications

Web Server

We provide a full service Web Server solution for static web applications.



Service Description

NITC provides an enterprise-class web server solution that meets agency requirements for light-weight web applications that require very little dynamic data. This offering includes simple scripting capable of supporting light-weight database updates and data retrieval.

What is Included

- IBM HTTP™ or Apache™ Web server
 - Optional eAuthentication protection
 - Multi-node, Highly-Available (HA) architecture Development, HA Staging, and HA Production environments
- Perl, PHP, SSJS, JSP, Python, Ruby, AJAX, VBScript
- Wordpress MU™
 - Multi-node highly available solution
 - Production and non-Production environment
 - Optional “add-ons” to add additional functionality to blogs
 - Customizable CSS-based themes

How We Charge

Hosting charges are based on the following factors:

- Number of Web Application Server solutions
 - Includes HA Production, HA Staging, and Development environments
- [Database](#) requirements and storage utilization
- Initial [Application Integration](#) services

Service Level Metrics

Measure	Target SLA
System Monitoring	24 x 7
Incident Response	24 x 7
System Availability	99.99% excluding planned downtime*
Website Metrics	Weekly log delivery

* - NITC reserves the option to schedule routine infrastructure maintenance activities on Sundays between 1800 to 2400 hours Central Time.

NOTE: NITC utilizes the USDA Universal Telecommunication Network (UTN) for Wide Area Network services. The UTN is contractually guaranteed to be 99.9% available but has historically delivered 99.997% availability.

Cost Saving Tips

- Engage NITC early in the scoping phase of a new project to identify all business and technical requirements
- Forecast response time and load expectations
- Utilize other OCIO service offerings to minimize application integration efforts and reduce costs through economies of scale

Web Application Server

We provide a full service Web Application Server environment for application hosting.



Service Description

NITC provides an enterprise-class web application server environment for robust, fault-tolerant web application hosting.

What is Included

- IBM Websphere Application Server™ (WAS) solution
 - Optional eAuthentication protection
 - Multi-node, Highly-Available (HA) architecture Development, HA Staging, and HA Production environments
- Java 2 Platform, Enterprise edition (J2EE)
 - JDK, EJB, Servlet, JSP, JMS, JDBC, JAX-RPC, SAAJ, Web Services for J2EE, JAXR, Java Authorization Contract for Containers, J2EE Management, J2EE Deployment, and J2EE Connectors
- Web services standards
 - WS-I compliance, WSS 1.0, WS-Transaction (Atomic Transactions), UDDI v3
- Extending support for the on demand operating environment
 - Programming Model Extensions
 - Enhanced autonomic/grid support
 - WebSphere Platform Messaging

How We Charge

Hosting charges are based on the following factors:

- Number of Web Application Server solutions
 - Includes HA Production, HA Staging, and Development environments
- [Database](#) requirements and storage utilization
- Initial [Application Integration](#) services

Service Level Metrics

Measure	Target SLA
System Monitoring	24 x 7
Incident Response	24 x 7
System Availability	99.99% excluding planned downtime*
Website Metrics	Weekly log delivery

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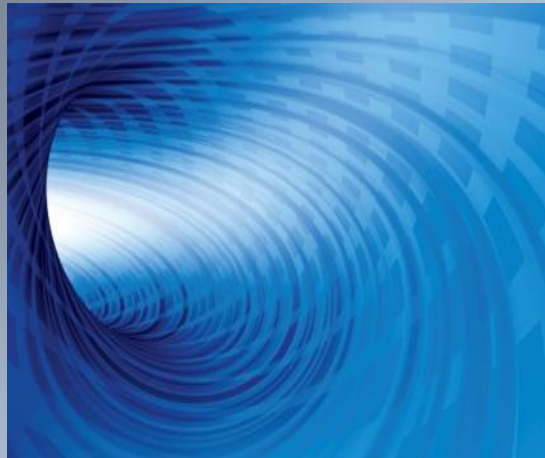
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Cost Saving Tips

- Engage NITC early in the scoping phase of a new project to identify all business and technical requirements
- Forecast response time and load expectations
- Utilize other OCIO service offerings to minimize application integration efforts and reduce costs through economies of scale

Web Portal

NITC provides a full service Web Portal solution for integrated web applications and content.



Service Description

NITC provides an enterprise-class portal solution for web application hosting that allows aggregation of applications and content for delivery as a single, role-based application.

What is Included

- IBM Websphere Portal™ solution
 - Optional eAuthentication protection
 - Multi-node, Highly-Available (HA) architecture Development, HA Staging, and HA Production environments
- Service-oriented architecture
- Simplified portlet creator
- Workflow support
- Interactive forms
- User Interface enhancements
- Composite applications and templates
- Personalization
- WebSphere Portal Server (WPS) programming model

How We Charge

Hosting charges are based on the following factors:

- Number of Web Portal solutions
 - Includes HA Production, HA Staging, and Development environments
- [Database](#) requirements and storage utilization
- Initial [Application Integration](#) services

Service Level Metrics

Measure	Target SLA
System Monitoring	24 x 7
Incident Response	24 x 7
System Availability	99.99% excluding planned downtime*
Website Metrics	Weekly log delivery

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NOTE: NITC utilizes the USDA Universal Telecommunication Network (UTN) for Wide Area Network services. The UTN is contractually guaranteed to be 99.9% available but has historically delivered 99.997% availability.

Cost Saving Tips

- Engage NITC early in the scoping phase of a new project to identify all business and technical requirements
- Forecast response time and load expectations
- Utilize other OCIO service offerings to minimize application integration efforts and reduce costs through economies of scale

Database

NITC provides a fully managed Database platform solution for use as an integral part of an application hosting environment.



Service Description

The NITC Database Platform as a Service offering provides a fully managed platform solution for use as an integral part of an overall customer application hosting environment. The offering provides scalable database services that provide required performance, reliability, and functionality while also providing cost savings associated with the overall ease of management and the economies of scale associated with a common, standardized solution.

What is Included

Fully managed database server

- Fully managed virtual server
- Standardized storage configurations
 - Data Files
 - Transaction Logs
 - Database Backups
- Database software licensing and maintenance
- Database software installation and configuration
- Database operations, patching, and maintenance
- Operating System and Database Administration
 - Software installation and maintenance
 - System-level patching and support
- Full database and transaction log backups for Point-In-Time database recovery
- System and Database monitoring services

Database Software Options

- Microsoft™ SQL Server™
- Oracle™
- MySQL™
- DB2™ (FY12)

How We Charge

Hosting charges are based on the number of virtual servers provided and actual allocated resources.

Price drivers:

- Number of Database virtual servers required
 - Optional High Availability
 - Optional Disaster Recovery
- Amount of actual CPU and memory required
- Amount of data storage required in 10GB increments
- Additional charges for optional data retention periods
- Additional charges for optional Professional Services

Service Level Metrics

Measure	Target SLA
System Monitoring	24 x 7
Incident Response	24 x 7
System Availability	99.99% excluding planned downtime*
Notification Services	Available upon request

* - NITC reserves the option to schedule routine infrastructure maintenance activities on Sundays between 1800 to 2400 hours Central Time.

NOTE: NITC utilizes the USDA Universal Telecommunication Network (UTN) for Wide Area Network services. The UTN is contractually guaranteed to be 99.9% available but has historically delivered 99.997% availability.

Cost Saving Tips

- Engage NITC early in the scoping phase of a new project to identify all business and technical requirements
- Utilize other OCIO service offerings to minimize application integration efforts and reduce costs through economies of scale

Web Content Management



Service Description

The NITC Web Content Management solution enables all authorized users within an organization to create, capture, store, manage, publish, view, search, archive all types of documents, and provides the ability to support the entire content management lifecycle.

Contributors are granted the ability to publish content directly, without a web masters intervention, vastly increasing the speed of making information available on the web.

What is Included

- Oracle Enterprise Content Management Suite™
 - eAuthentication protection
 - Multi-node, highly available (HA) architecture
 - Development, Staging(HA), and Production(HA) environments
 - On Demand Publishing (ODP) Component
 - Content Integration Suite (CIS)
 - Web Services Description Language (WDSL)
 - Simple Object Access Protocol (SOAP) Component
 - Custom Components can be added on request

How We Charge

Hosting charges are based on the following factors:

- Number of Web Content Management solutions
 - Includes HA Production, HA Staging, and Development environments
- [Database](#) requirements and storage utilization
- Initial [Application Integration](#) services

Service Level Metrics

Measure	Target SLA
System Monitoring	24 x 7
Incident Response	24 x 7
System Availability	99.99% excluding planned downtime*
Website Metrics	Weekly log delivery

* - NITC reserves the option to schedule routine infrastructure maintenance activities on Sundays between 1800 to 2400 hours Central Time.

NOTE: NITC utilizes the USDA Universal Telecommunication Network (UTN) for Wide Area Network services. The UTN is contractually guaranteed to be 99.9% available but has historically delivered 99.997% availability.

Cost Saving Tips

- Engage NITC early in the scoping phase of a new project to identify all business and technical requirements
- Forecast response time and load expectations
- Utilize other OCIO service offerings to minimize application integration efforts and reduce costs through economies of scale

Document Management

NITC provides a full service Document Management solution.



Service Description

The NITC document management solution allows organizations to effectively and efficiently capture, secure, share and distribute digital and paper-based documents. The solution includes a workflow process to mirror the review of information and supports process automation for document creation, review, and revision.

What is Included

- Oracle Enterprise Content Management Suite™
 - Optional eAuthentication protection
 - Multi-node, Highly-Available (HA) architecture
 - Development, HA Staging, and HA Production environments
 - Workflow process capability
 - Content Integration Suite (CIS)
 - WDSL SOAP Component
 - Custom Components can be added on request

How We Charge

Hosting charges are based on the following factors:

- Number of Document Management solutions
 - Includes HA Production, HA Staging, and Development environments
- [Database](#) requirements and storage utilization
- Initial [Application Integration](#) services
- Additional integration fees if adaptors are required for content management (SharePoint, File Share, and etc.)

Service Level Metrics

Measure	Target SLA
System Monitoring	24 x 7
Incident Response	24 x 7
System Availability	99.99% excluding planned downtime*
Website Metrics	Weekly log delivery

* - NITC reserves the option to schedule routine infrastructure maintenance activities on Sundays between 1800 to 2400 hours Central Time.

NOTE: NITC utilizes the USDA Universal Telecommunication Network (UTN) for Wide Area Network services. The UTN is contractually guaranteed to be 99.9% available but has historically delivered 99.997% availability.

Cost Saving Tips

- Engage NITC early in the scoping phase of a new project to identify all business and technical requirements
- Forecast response time and load expectations
- Utilize other OCIO service offerings to minimize application integration efforts and reduce costs through economies of scale

Web Search



Service Description

The NITC Enterprise Search offering provides customizable, web search-engine functionality for web applications. The solution can be configured to search collections of web pages that are customized per application. These collections can include anything from the entire domain to a single web page. The search catalog offers services for public facing and protected sites using USDA's SSO (eAuthentication) system.

What is Included

- Best-in-class appliance-based search
- Cross-site, cross-agency, cross-department search capability
- Customizable search based on website logical design
- Customizable search result output
- File system, Web repository, Database, Feed, Connector, OneBox module-based crawl ability
- Secure site crawl-ability (eAuthentication)

How We Charge

Hosting charges are based on the following factors:

- Actual number of website URLs crawled
- Setup fee for highly customized integrations

Service Level Metrics

Measure	Target SLA
System Monitoring	24 x 7
Incident Response	24 x 7
System Availability	99.99% excluding planned downtime*
Website Metrics	Weekly log delivery

* - NITC reserves the option to schedule routine infrastructure maintenance activities on Sundays between 1800 to 2400 hours Central Time.

NOTE: NITC utilizes the USDA Universal Telecommunication Network (UTN) for Wide Area Network services. The UTN is contractually guaranteed to be 99.9% available but has historically delivered 99.997% availability.

Cost Saving Tips

- Engage NITC early in the scoping phase of a new project to identify all business and technical requirements
- Forecast response time and load expectations
- Utilize other OCIO service offerings to minimize application integration efforts and reduce costs through economies of scale

LAMP (Linux, Apache, MySQL, and PHP)

NITC provides a complete cost-effective open source platform for rapid application development and deployment.



Service Description

NITC provides cost-effective open source software components as well as robust virtualized infrastructure to enable rapid application development and deployment. NITC offers both the full LAMP stack (Linux, Apache, MySQL, and PHP) as well as LAP only configurations for those situations where the additional database functionality is not required..

What is Included

- Single [Midrange Infrastructure as a Service](#) virtual server
 - Red Hat Enterprise Linux
 - Apache Web Server
 - MySQL Database
 - PHP and Perl scripting modules
- LAP only option excludes MySQL Database
- Key NITC Technical Services to install, patch, and upgrade software components
- System-level Database Administration services for MySQL component of LAMP virtual servers
- Additional virtual CPU, memory, and storage resources when required
- Optional Fault Tolerant and Disaster Recovery capabilities
- Optional [Planning and Integration](#) services
- Optional [Application Integration](#) services

How We Charge

Hosting charges are based on the number of LAMP or LAP virtual servers provided and actual virtual resources allocated.

Price drivers:

- Number of LAMP or LAP base configurations required
 - Additional CPU, Memory, and/or Storage
 - Optional Fault Tolerance
- Optional Disaster Recovery
- Actual amount of optional Professional Services

Service Level Metrics

Measure	Target SLA
System Monitoring	24 x 7
Incident Response	24 x 7
System Availability	99.99% excluding planned downtime*
Notification Services	Available upon request

* - NITC reserves the option to schedule routine infrastructure maintenance activities on Sundays between 1800 to 2400 hours Central Time.

NOTE: NITC utilizes the USDA Universal Telecommunication Network (UTN) for Wide Area Network services. The UTN is contractually guaranteed to be 99.9% available but has historically delivered 99.997% availability.

Cost Saving Tips

- Engage NITC early in the scoping phase of a new project to identify all business and technical requirements
- Utilize other OCIO service offerings to minimize application integration efforts and reduce costs through economies of scale

Virtual Desktop (Citrix)

NITC can provide virtual desktop technology to enable remote Data Center hosting of workstation-centric business applications.



Service Description

The NITC Virtual Desktop service provides the technology necessary to enable the hosting of workstation-centric business applications remotely in the NITC Enterprise Data Center. Combined with other key enabling NITC cloud services, the Virtual Desktop service can provide a practically identical end user experience for workstation-centric applications while simplifying the management of desktop software installation and maintenance and providing a secure remote access solution.

What is Included

- Fully managed and maintained infrastructure
 - State-of-the-art server hardware & software
 - Period technology refresh
- Both shared and dedicated solutions available
- Citrix™XenApp™
 - Virtual presentation of specific applications
 - Most cost effective virtual desktop solution
- Citrix™XenDesktop™
 - Virtual presentation of complete desktop
 - Provides users with desktop functionality

How We Charge

Costs are based on actual application hosting requirements and virtual application integration services required.

Price drivers:

- Actual shared or dedicated hosting requirements
- Number of concurrent users of XenApp™ integrated applications
- Number of XenDesktop™ integrated desktops
- Virtual Desktop application integration services as required

Service Level Metrics

Measure	Target SLA
System Monitoring	24 x 7
Incident Response	24 x 7
System Availability	99.9% excluding planned downtime*

* - NITC reserves the option to schedule routine infrastructure maintenance activities on Sundays between 1800 to 2400 hours Central Time.

NOTE: NITC utilizes the USDA Universal Telecommunication Network (UTN) for Wide Area Network services. The UTN is contractually guaranteed to be 99.9% available but has historically delivered 99.997% availability.

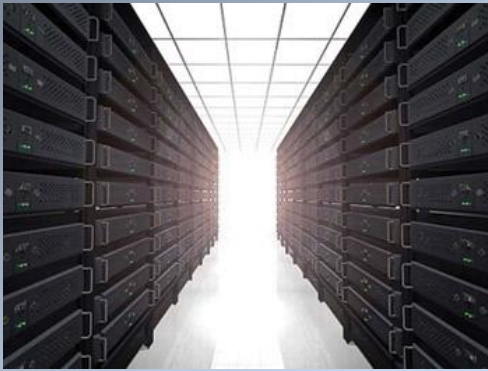
Cost Saving Tips

- Utilize other OCIO service offerings to minimize application integration efforts and reduce costs through economies of scale

Infrastructure as a Service

Midrange

We provide standard virtualized operating platforms to securely host customer applications.



Service Description

The NITC Midrange Infrastructure as a Service (IaaS) offering provides standard virtualized operating platforms to securely host customer applications. NITC utilizes advanced server virtualization technologies, strict standards, and economies of scale to enable rapid delivery of cost-effective, fully-managed operating platforms with expanded inheritable security controls.

What is Included

- Fully managed operating platform infrastructure
 - State-of-the-art server hardware
 - Standardized operating systems
 - [SAN/NAS](#) disk storage as required
 - [Backup/Archive](#) services as required
 - Highly available [Network](#) services
 - Redundant server hardware
 - Periodic technology refresh
- Full platform administration services
 - Virtual server configuration
 - Virtual OS installation
 - Virtual OS upgrades and patching
 - Security hardening per NIST standards
 - Application software installation
 - User management and audit log review
 - Virus protection and vulnerability mitigation
 - Disaster recovery support
 - Incident and problem resolution
- Systems engineering based on application requirements
- Related inheritable management controls
- Optional [Virtual Desktop](#) Platform as a Service
- Optional Professional Services such as
 - [Database Management](#)
 - [Application Integration](#)

Platform Options

Platform	Windows	Linux	AIX	Solaris
x86	X	X		
pSeries			X	
Sparc				FY12

How We Charge

Hosting charges are based on the number of virtual servers provided and actual allocated resources.

Price drivers:

- Number and type of virtual servers
- Amount of actual CPU and memory required
- Amount of actual [Backup/Archive](#) data retained
- Amount of actual [SAN/NAS](#) disk storage required
- Any RSA token requirements for Remote Access
- Additional charges may apply for optional Professional Services

Service Level Metrics

Measure	Target SLA
System Monitoring	24 x 7
Incident Response	24 x7
System Availability	99.99% excluding planned downtime*

* NITC reserves the option to schedule routine infrastructure maintenance activities on Sundays from 1800 to 2400 hours Central Time.

NOTE: NITC utilizes the USDA Universal Telecommunication Network (UTN) for Wide Area Network services. The UTN is contractually guaranteed to be 99.9% available but has historically delivered 99.997% availability.

Cost Saving Tips

- Be prepared to provide key hosting requirements to expedite the planning process

Additional Information

- Customers must allow NITC to maintain/update the Operating System to ensure vendor supportability
- [Transitional IaaS](#) is also available for application development and as a temporary solution to support Enterprise Data Center Consolidation

Infrastructure as a Service

Transitional

NITC can provide necessary platform services to support the development and transition of business applications into standardized infrastructure services.



Service Description

The NITC Transitional Infrastructure as a Service (IaaS) offering provides customers with the necessary platform services to support the development and transition of business applications into standardized Enterprise Data Center (EDC) service offerings. With server infrastructure already integrated with other key IaaS offerings, customers need only to configure NITC-provided virtual Operating Systems as well as install and configure their respective application software to enable rapid application development and EDC migration solution delivery.

What is Included

- Periodic technology refresh
- Fully integrated [SAN/NAS](#) storage services
- Fully integrated [Network](#) services
- Fully integrated [Backup/Archive](#) services
- Optional Virtual Desktop services
- Optional services include:
 - [Planning and Integration](#)
 - [Application Integration](#)
 - [Database Management](#)
 - [Project Management](#)

NOTE: Elevated Privileges will be provided as required to support actual business requirements and Federal Data Center Consolidation Initiative (FDCCI) requirements.

Platform Options

Platform	Windows	Linux	AIX	Solaris
x86	X	X		
pSeries			X	
Sparc				FY12

How We Charge

Charges are based on actual platform services provided.

Price drivers:

- Number and type of virtual servers
- Amount of actual CPU and memory required
- Amount of actual [Backup/Archive](#) data retained
- Amount of actual [SAN/NAS](#) disk storage required
- Any RSA token requirements for Remote Access
- Additional charges may apply for optional Professional Services

Service Level Metrics

Measure	Target SLA
Infrastructure Monitoring	24 x 7
Incident Response	24 x 7
Infrastructure Availability	99.99%*

* NITC reserves the option to schedule routine infrastructure maintenance activities on Sundays from 1800 to 2400 hours Central Time.

NOTE: NITC utilizes the USDA Universal Telecommunication Network (UTN) for Wide Area Network services. The UTN is contractually guaranteed to be 99.9% available but has historically delivered 99.997% availability.

Cost Saving Tips

- Proactively inform NITC of infrastructure requirements
- Utilize standardized NITC Platform as a Service (PaaS) offerings as much as possible

Additional Information

- Customers must work with NITC to maintain operating systems to ensure full compatibility with NITC SAN/NAS Storage Services, Backup Services, and Network Services

SAN / NAS Storage

NITC can provide a virtualized and highly-available disk storage infrastructure.



Service Description

The NITC Storage Area Network (SAN) / Network Attached Storage (NAS) service provides a robust disk storage infrastructure for Collocation, Managed Hosting, and Cloud Service customers. NITC exploits storage virtualization technologies, strict standards, and economies of scale to enable rapid delivery of cost-effective, fully-managed disk storage cost/performance options.

What is Included

- Enterprise-class virtualized disk storage controllers
 - High scalability
 - High performance
 - High availability
 - Robust data replication and migration features
 - Local disk cloning
 - Remote replication for disaster recovery
 - Primary Disk – Continuous
 - Backup Disk – Manual or Scripted
 - Three virtualized disk storage options
- Redundant SAN architecture
 - Dual-fabric architecture
 - Enterprise-class directors and switches
- Highly-available NAS infrastructure
 - Utilizes same virtualized disk architecture
 - Supports both NFS and CIFS file sharing
 - Robust data snapshot/replication technology
- Security of mission-critical data provided through management of access rights
- Periodic technology refresh
- Fully secured data access and inheritable controls
- Proper disposal of failed data components
- Disaster recovery support for replicated data
- Dynamic load balancing path management software
- Recommended [Backup/Archive](#) services are also available

Disk Storage Options

Option	Performance	SAN	NAS	Application Type
Tier 1	Best	x	x	Performance Sensitive
Tier 2	Better	x	x	Typical Applications
Tier 3	Good	x	x	Backup and Archive

How We Charge

Charges are based on connectivity requirements and actual disk allocations by tier.

Price drivers:

- Number of SAN/NAS ports utilized
- Storage Allocation in Gigabytes
- Additional charges may apply for storage allocation associated with any local or remote replication

Service Level Metrics

Measure	Target SLA
Infrastructure Monitoring	24 x 7
Incident Response	24 x 7
Infrastructure Availability	99.999%*

*Target availability does not include any scheduled downtime and requires dual SAN/NAS connectivity to the storage infrastructure.

Cost Saving Tips

- Utilize disk storage tiers appropriately
- Utilize provided path management software or native Operating System capabilities
- Utilize NAS solutions for highly available file sharing
- Proactively inform NITC of disk storage requirements

Additional Information

- [Collocation](#) customers must maintain operating system, HBA driver, HBA Firmware, and Path Management Software interoperability
- [Collocation](#) customers must support periodic maintenance activities by verifying path availability before, during, and after maintenance procedures
- File system and database recovery procedures are typically required for Disaster Recovery

Backup / Archive Storage

We provide a robust combination of hardware and software technologies for data protection and archive requirements.



Service Description

The NITC Backup / Archive Storage service provides a robust combination of hardware and software technologies for Collocation, Managed Hosting, and Cloud Service customers' data protection and archive requirements. NITC exploits tape virtualization and automation technologies to enable the delivery of cost-effective, fully-managed data protection and data lifecycle storage solutions.

What is Included

- Fully managed data protection and archive solutions
- Both onsite and offsite data storage available
- Enterprise-class virtual tape technology
 - High scalability
 - High performance
 - Remote data replication features
- Automated real tape technology
 - High-capacity tape drives
 - Fully automated tape libraries
- Automated data protection software
 - Network and SAN client software
 - Optional database client software
- Automated Archive Management Software
 - Automated archiving from disk to tape
 - [SAN/NAS](#) disk storage required
- Fully secured data access and inheritable controls
- Proper disposal of failed data components
- Disaster recovery support

Standard Backup Schedule and Retention*

Backup Type	Frequency	Onsite Retention	Offsite Retention
Full	Weekly	90 days	90 days
Incremental	Daily	30 days	None

*Backup schedule and retention periods are customizable

How We Charge

Charges are based on actual backup/archive data stored.

Price drivers:

- Total amount of data protected
- Change rate of data protected
- Required backup schedule
- Type of archive storage required
- Data retention periods

Service Level Metrics

Measure	Target SLA
Infrastructure Monitoring	24 x 7
Incident Response	24 x 7
Infrastructure Availability	99%*

*The NITC Backup/Archive solutions are designed to balance availability and control costs.

Cost Saving Tips

- Follow information lifecycle management best practices
 - Purge unused data
 - Retain only required data

Additional Information

- [Collocation](#) customers must maintain operating system, HBA driver, and HBA Firmware if directly attached to an NITC Backup/Archive storage device
- [Collocation](#) customers must support periodic maintenance activities to verify configurations and operational status
- Customers are responsible for communicating any special backup schedule or retention requirements
- Customer provided equipment utilizing NITC Backup Services must provide additional network connectivity to the EDC Backup Network

Network

We provide robust Local Area Network connectivity and access to the USDA Wide Area Network and the Internet.



Service Description

The NITC Network Services include Local Area Network (LAN) connectivity for hosted systems and applications as well as connectivity to the USDA Wide Area Network (WAN) and the Internet.

What is Included

- Fully managed LAN infrastructure in each NITC Enterprise Data Center (EDC)
- Connectivity to the USDA Universal Telecommunications Network (UTN) WAN and Internet
- Network engineering and design consultation
- Network utilization monitoring and capacity planning
- Network load balancing and high availability solutions
- Fully integrated Network Security services
- Network cabling as required by NITC EDC standards

How We Charge

The cost of this service is included with other hosting services that rely on this service.

Hosting services that include Network Services:

- Platform as a Service
- Infrastructure as a Service
- Managed Hosting services
- Collocation Hosting services

Service Level Metrics

Measure	Target SLA
System Monitoring	24 x 7
Incident Response	24 x 7
System Availability	≥99.99% excluding planned downtime*

* - NITC reserves the option to schedule its routine infrastructure maintenance activities on Sundays between 1800 to 2400 hours Central Time.

NOTE: NITC utilizes the USDA Universal Telecommunication Network (UTN) for Wide Area Network services. The USDA is contractually guaranteed to be 99.9% available but has historically delivered ≥99.99% availability.

Cost Saving Tips

- Utilize NITC Network Services instead of hosting a private networking solution
- Provide at least 180 days notice for growth or retraction of processing requirements
- Communicate projected networking requirements on a quarterly basis
- Limit internet usage to business related activities

Additional Information

- Customer provided equipment utilizing NITC Network Services must provide dual network connectivity to the EDC Highly-Available Network
- If optional [Backup/Archive](#) services are utilized, network connectivity to the EDC Backup network is also required

Video Tele-Conferencing (VTC)

The NITC Video Tele-Conferencing Service provides a fully-managed Infrastructure as a Service solution to connect compatible customer-owned devices.



Service Description

NITC provides a fully managed VTC infrastructure to enable connectivity between customer-owned endpoints.

What is Included

- Fully-managed centralized hardware and software infrastructure
- LEVEL-3 support for technical connectivity issues
- Centralized scheduling of video calls upon request

How We Charge

The cost for service is based on number of customer endpoint devices integrated into the solution.

Customer responsibilities include:

- Fully operable and compatible VTC endpoints
- Adequate network bandwidth
- LEVEL-1 and LEVEL-2 support as necessary

Service Level Metrics

Measure	Target SLA
System Monitoring	24 x 7
Incident Response	24 x 7
System Availability	99.99% excluding planned downtime*

* - NITC reserves the option to schedule routine infrastructure maintenance activities on Sundays between 1800 to 2400 hours Central Time.

NOTE: NITC utilizes the USDA Universal Telecommunication Network (UTN) for Wide Area Network services. The UTN is contractually guaranteed to be 99.9% available but has historically delivered 99.997% availability.

Cost Saving Tips

- For event calls (large automated meetings), contact the NITC Service Desk to initiate, resize or cancel the number of attendees to avoid/reduce cost.
- Gather in conference rooms to share a single connection and conference each other in the same site to share a single connection into a bridge call.

Additional Information

- Utilize other OCIO service offerings to minimize application integration efforts and reduce costs through economies of scale

Web Accelerator (Akamai)

NITC can provide Web Accelerator service to further enhance web application performance and availability.



Service Description

NITC can provide 3rd party Akamai Web Accelerator service to further enhance web application performance and availability as well as deliver static websites. Front end redundancy and geographically dispersed nodes for last loop efficiency are included.

Built upon Akamai's EdgeAdvantage™ platform, Akamai's Dynamic Site Accelerator™ solution introduces intelligent content generation and comprehensive site delivery at the edge and provides E-businesses with the optimal solution for dynamic website availability, scalability and performance.

What is Included

- Akamai's global Content Delivery Network (CDN)
- Basic and Encrypted (SSL) content acceleration
- Live and on-Demand streaming
- NetStorage for online storage
- Management Console to manage content
- Optional Akamai professional services support

How We Charge

Hosting charges are based on the following factors:

- Actual usage of licensed service based on bandwidth and storage consumption
- Actual number of optional Akamai professional service hours

Service Level Metrics

Measure	Target SLA
System Monitoring	24 x 7
Incident Response	24 x 7
System Availability	99.99% excluding planned downtime*
Website Metrics	Weekly log delivery

* - NITC reserves the option to schedule routine infrastructure maintenance activities on Sundays between 1800 to 2400 hours Central Time.

NOTE: NITC utilizes the USDA Universal Telecommunication Network (UTN) for Wide Area Network services. The UTN is contractually guaranteed to be 99.9% available but has historically delivered 99.997% availability.

Cost Saving Tips

- Engage NITC early in the scoping phase of a new project to identify all business and technical requirements
- Forecast response time and load expectations
- Utilize other OCIO service offerings to minimize application integration efforts and reduce costs through economies of scale

Infrastructure as a Service

Facility (Enterprise Data Center)

We provide a secure, undisturbed system environment and data center infrastructure for hosting customer servers.



Service Description

NITC Facility Services provides an optimal Enterprise Data Center (EDC) operating environment for production customer application hosting. All NITC-managed EDCs adhere to USDA EDC standards and include key fault-tolerant characteristics equivalent to *Uptime Institute* Tier standards.

What is Included

Production Enterprise Data Centers

- **Kansas City, Missouri (Production)**
Tier IV - Fault Tolerant Site Infrastructure
A Fault Tolerant data center has multiple, independent, physically isolated systems that have redundant capacity components and multiple, independent, diverse, active distribution paths simultaneously serving the computer equipment.
- **Saint Louis, Missouri (Disaster Recovery)**
Tier III - Concurrently Maintainable Site Infrastructure
A concurrently maintainable data center with redundant capacity components and multiple, independent distribution paths serving the computer equipment.

Development, Test, and Disaster Recovery Center

- **Beltsville, Maryland**
Tier 1 – Basic Site Infrastructure
A basic data center with non-redundant capacity components and a single, non-redundant distribution path serving the computer equipment.

How We Charge

The cost of this service is included with other hosting services that rely on this service.

Hosting services that include Facility Services:

- Platform as a Service
- Infrastructure as a Service
- Managed Hosting services
- Collocation Hosting services

Service Level Metrics

Measure	Target SLA
System Monitoring	24 x 7
Incident Response	24 x 7
Facility Availability	Beltsville (Tier 1) - 99.671%* Saint Louis (Tier III) - 99.982%* Kansas City (Tier IV) - 99.995%*

* - NITC reserves the right to schedule occasional infrastructure downtime and maintenance activities to accommodate growth and ensure optimal availability.

Cost Saving Tips

- Utilize NITC Enterprise Data Centers to obtain optimal business application availability
 - Kansas City for Production applications
 - St. Louis for Disaster Recovery

Additional Information

- Escorted access to the data center for authorized customer personnel can be scheduled to perform necessary operational tasks
- Certified DOJ Level IV Secure Facility
- USDA DM 3510-01 Physical Security Standards for Information Technology Compliant
- Security measures include:
 - Guard stations
 - Parking lot and exterior building surveillance
 - Computer room entry and egress surveillance
 - Computer room entry and egress secured with buffer zone and biometric access control

Other Hosting Services

Managed Hosting

We manage your servers up through the Operating System while providing a secure operating environment.



Service Description

NITC will manage customer-provided servers up through the Operating System (OS) in a secure operating environment including systems installation, engineering, administration, and support.

What is Included

- NITC enterprise class [Facility](#) services
- Availability and utilization monitoring
- Customer notification of related incidents
- Physical equipment installation assistance
- Cabling services per Enterprise Data Center standards
- Optional customer asset disposal
- Full Operating Systems administration services
 - Limited systems engineering
 - OS installation and customization
 - OS upgrades and patching
 - Security hardening per NIST standards
 - Application software installation assistance
 - User management and audit log review
 - Virus protection and vulnerability mitigation
 - Disaster recovery support
 - Incident and problem resolution
- Optional [SAN/NAS](#) disk storage services
- [Backup/Archive](#) services with customizable retention
- [Network](#) services
 - Local and Wide Area Networking
 - Network Security Services
- Related inheritable management controls
- Optional Professional Services such as:
 - [Planning and Integration](#)
 - [Application Integration](#)
 - [Database Management](#)
 - [Project Management](#)

Supported Operating Systems

Operating System	Server Platform		
	x86	Sparc	pSeries
VMWare TM	x		
Windows TM	x		
Redhat TM	x		
Solaris TM	x	x	
AIX TM			x

How We Charge

Hosting charges are based on the number of physical and virtual servers managed.

Price drivers:

- Amount of actual cabling and rack space required
- Amount of actual Backup/Archive data retained
- Additional charges may apply for
 - Optional SAN/NAS disk storage
 - Optional Professional Services

Service Level Metrics

Measure	Target SLA
System Monitoring	24 x 7
Incident Response	24 x 7
System Availability	Varies by customer environment

NOTE: NITC utilizes the USDA Universal Telecommunication Network (UTN) for Wide Area Network services. The UTN is contractually guaranteed to be 99.9% available but has historically delivered 99.997% availability.

Cost Saving Tips

- Utilize NITC Network services
- Utilize NITC SAN/NAS and Backup/Archive services
- Utilize server virtualization to reduce hosting costs

Additional Information

- Customers are required to adhere to NITC Enterprise Data Center power, racking and cabling standards.
- Customers are required to adhere to NITC Network vulnerability mitigation policy
- Customers must allow NITC to maintain/update the Operating System to ensure vendor supportability

Other Hosting Services

Collocation Hosting

We provide secure floor space in an enterprise-class datacenter for collocated servers and equipment.



Service Description

NITC will provide a secure enterprise-class computing facility for the physical hosting of customer managed servers and equipment.

What is Included

- NITC enterprise class [Facility](#) services
 - Redundant Power
 - Redundant Cooling
 - Fire Protection
- Physical monitoring of customer equipment
- Physical system resets upon customer request
- Customer notification of facility related incidents
- Physical equipment installation assistance
- Cabling services per EDC standards
- Optional customer asset disposal
- Optional computer storage services
 - [SAN/NAS](#) disk storage services
 - [Backup/Archive](#) services
- Physical security monitoring
- Related inheritable management controls
- NITC [Network](#) services
 - Local and Wide Area Networking
 - [Network Security](#) services

How We Charge

Hosting charges are based on the number of servers and peripherals collocated. Peripheral hosting charges vary depending on the size of the hosted peripheral.

Price drivers:

- Amount of actual cabling required
- Amount of actual rack space required
- Use of NITC Network services
- Additional charges may apply for
 - Optional SAN/NAS disk storage
 - Optional Backup/Archive services

Service Level Metrics

Measure	Target SLA
Physical Monitoring	24 x 7
Physical Response	24 x 7
System Availability	Customer Responsibility

NOTE: NITC utilizes the USDA Universal Telecommunication Network (UTN) for Wide Area Network services. The UTN is contractually guaranteed to be 99.9% available but has historically delivered 99.997% availability.

Cost Saving Tips

- Utilize NITC Network services
- Utilize NITC SAN/NAS and Backup/Archive services
- Utilize server virtualization to reduce hosting costs

Additional Information

- Customers are required to adhere to NITC Enterprise Data Center power, racking and cabling standards.
- Professional Services are not optionally available with the Collocation Service.

Washington DC Computing Facility

NITC provides basic Computing Facility Services in the downtown Washington DC area to support Data Center Consolidation.



Service Description

NITC provides basic Computing Facility Services in the downtown Washington DC area for consolidation of customer Office Automation solutions. NITC may also utilize this facility to temporarily migrate and virtualize customer business applications into NITC-managed infrastructure in preparation for migration to the NITC-managed Enterprise Data Centers.

What is Included

Basic Computing Facility Services

- Non-redundant power
- Non-redundant cooling
- Limited floor space
 - Efficient, virtualized infrastructure only
 - Office Automation solutions
 - Local DC area network distribution
 - File and Print servers
 - Temporary Email servers
 - Short-term Business Application Hosting
 - NITC Transitional Infrastructure as a Service (IaaS) only
 - Supports eventual migration into USDA Enterprise Data Centers

How We Charge

The cost of this service is based on the number of partial or full racks of equipment hosted within the facility.

Facility costs are included in [Transitional IaaS](#)

Service Level Metrics

Measure	Target SLA
System Monitoring	Not Applicable
Incident Response	24 x 7
Facility Availability	Best Effort

* - NITC reserves the right to schedule occasional infrastructure downtime and maintenance activities to accommodate growth and ensure optimal availability.

Cost Saving Tips

- Utilize NITC Enterprise Data Centers to obtain optimal business application availability
 - Kansas City for Production applications
 - St. Louis for Disaster Recovery

Additional Information

NITC is not responsible for damages associated with unplanned power outages, flooding, or pest infestations.

Application Integration

NITC can provide key integration and application administration services.



Service Description

NITC can provide the professional services required for integrating and administering enterprise-class business applications.

What is Included

- Application architecture planning
- Application integration expertise and consultation
- Application software installation, maintenance, and support
- Supported Applications Services include:
 - IBM HTTP Web server™
 - IBM WebSphere Application Server™
 - IBM WebSphere Portal™
 - Oracle/Stellent Content Management™
 - Google Enterprise Search™
 - IBM MQ Series™

How We Charge

Charges are based on actual numbers of professional services hours.

Price drivers:

- Scope and timeframe of integration project
- Required software licenses
- Additional charges may apply for
 - Platform as a Service
 - Infrastructure as a Service
 - Other Professional Services

Service Level Metrics

Measure	Target SLA
Incident Response	24 x 7

Cost Saving Tips

- Avoid greater costs associated with high priority service
- Engage project team early to document requirements
- Minimize changes during project delivery
- Avoid historical project cost estimation
- Ensure that all requirements are documented

Additional Information

- Customer acceptance of deliverables is required
- Administration and support for other application software is considered on a case-by-case basis

Database Management

NITC can provide Database administration and consulting services.



Service Description

NITC Database Management services can provide the necessary professional expertise to install, configure, operate, and maintain industry standard database software.

What is Included

- Database engineering and architecture design
- Database software installation and configuration
- Database operations, patching, and maintenance
- Initial database installation and integration
- Database backup and recovery
- Pre-production and testing support
- Management of privileged user accounts to manage tables, indexes, and other data structures
- Problem and incident management
- Performance tuning and troubleshooting

The full suite of standard offerings includes:

Database	Platform		
	Midrange	z/OS	z/Linux
DB2	x	x	x
Oracle™	x		x
SQLServer	x		
MySQL	x		

How We Charge

Charges are based on actual number of professional services hours.

Price drivers:

- Size and number of database instances
- Number and frequency of database refreshes
- Actual software licensing and maintenance
- Additional charges may apply for
 - Platform as a Service
 - Infrastructure as a Service
 - Other Professional Services

Service Level Metrics

Measure	Target SLA
Incident Response	24 x 7

Cost Saving Tips

- Utilize standard software platforms
- Establish archive and purge criteria to minimize storage requirements

Additional Information

- Database management services are not available with Collocation Hosting services
- Support for non-standard Database requests will be evaluated on a case-by-case basis

Project Management

NITC can provide experienced project managers to ensure timely success of service delivery projects.



Service Description

Project managers work closely with customers, vendors, and NITC functional areas to coordinate efforts and provide necessary project management functions to ensure timely project success.

What is Included

- Development of Project Charter
- Development of project plan and schedule
- Coordination and scheduling of project activities across customer and NITC functional areas
- Consultation on operational and infrastructure requirements, standards and configurations
- Assistance with standard requests for service
- Facilitate project status meetings
- Timely project status reporting
- Address project issues with NITC functional areas and management
- Escalation of significant issues to customers and NITC executive management
- Manage project scope and deliverable requirements
- Document changes to project scope and schedule
- Facilitate and document project closeout
- Access to the Project Management Resource Center

How We Charge

Current pricing is based on time and materials. Customer will only be billed for actual hours worked.

Price drivers:

- Complexity and scope of the project
- Number of functional areas involved

Cost Saving Tips

- Avoid higher costs associated with high priority service
- Engage project team early to document requirements
- Minimize changes during project delivery
- Avoid historical project cost estimation
- Ensure that all requirements are documented

Additional Information

- Customer signoff of deliverables and releases is required
- Utilize other OCIO service offerings to minimize application integration efforts and reduce costs through economies of scale

Disaster Recovery

NITC can provide Disaster Recovery planning and coordination services.



Service Description

NITC can provide assistance to customers with their Disaster Recovery (DR) planning, coordination, and incident response based on the Customer's Business Impact Analysis (BIA), Recover Point Objectives (RPO), Recovery Time Objectives (RTO), and overall recovery priority.

What is Included

- Facilitation, planning, and coordination with NITC and Customer technical staff and coordinators to:
 - Assist with customer application Business Impact Analysis
 - Co-develop customer application Disaster Recovery Plans and recovery procedures
 - Participate in Table-top Disaster Recovery Exercises
 - Participate in functional Disaster Recovery Exercises
 - Assist with documenting customer Test, Training, and Exercise (TT&E) programs and After Action Reports

How We Charge

Charges are based on actual numbers of professional services hours.

Price drivers:

- Frequency and complexity of DR planning
- Frequency and complexity of DR testing

Service Level Metrics

Possible Disaster Recovery Options

Service / Option	RTO	RPO*
PaaS - Mainframe	24 hours	24 hours or less
Database Replication	2 hours	2 hours
Disk Replication	4 hours	2 hours
Tape Replication	24 hours	24 hours
Offsite Tape Rotation	72 hours	72 hours

* - Actual RPO is dependent on critical component availability for the timely replication of data.

Cost Saving Tips

- Purge or archive unused data
- Perform a Business Impact Analysis to determine application RTO and RPO requirements
- Ensure the appropriate data protection solution is utilized to meet actual RTO and RPO requirements.

Additional Information

Typical Recovery Options and Relative Costs

Technology	Recovery Scenario	Recovery Time	Potential Data Loss	Cost
Redundancy / Clustering	Hardware Failure	Very fast	None	\$\$\$\$\$
Remote Replication	<ul style="list-style-type: none"> Hardware Failure Disaster 	Very fast, but application dependent	Minimal	\$\$\$\$
Continuous Data Protection	<ul style="list-style-type: none"> Hardware Failure Application Corruption User Error 	Fast but depends on the error	Minimal / None	\$\$\$
Point-in-Time Copy	<ul style="list-style-type: none"> Hardware Failure Application Corruption User Error 	Fast but depends on the error	Data after PIT copy is made may not be recovered. Recovery is not guaranteed	\$
Backup	<ul style="list-style-type: none"> Hardware Failure Disaster Application Corruption User Error 	Bit faster Slow	Data after backup may not be recovered	\$\$ \$

Planning and Integration

NITC can provide the technical expertise to help design, plan, and integrate enterprise-class solutions.



Service Description

NITC can provide key professional services to assist customers in the design, planning, and integration of enterprise-class solutions. These key services help eliminate project risk and deliver robust technology solutions based on industry-best practices.

What is Included

- Insight into industry and department
 - Technology roadmaps
 - Strategic plans
 - Best Practices
 - Lessons learned
- Integration and project planning support
- Business requirements analysis
- Technical requirements identification
- Technical architecture solution design
- Project risk identification and prioritization
- Definition of Enterprise Data Center (EDC) standards
- Standard architecture governance
- Technical disaster recovery planning
- Capital investment analysis
- Technology and system integration cost estimation

How We Charge

Charges are based on actual number of professional services hours.

Price drivers:

- Scope and timeframe of technology project
- Additional charges may apply for
 - Platform as a Service
 - Infrastructure as a Service
 - Other Professional Services

Cost Saving Tips

- Avoid greater costs associated with high priority service
- Engage project team early to document requirements
- Minimize changes during project delivery
- Avoid historical project cost estimation
- Ensure that all requirements are documented

Additional Information

- Customer acceptance of deliverables is required
- Utilize other OCIO service offerings to minimize application integration efforts and reduce costs through economies of scale

Information Systems and Network Security

NITC provides key information and network security services to ensure a safe operating environment for business applications.



Service Description

NITC provides Information Systems and Network Security services that provide safe network access, security administration, monitoring and assessment to meet data security management requirements.

What is Included

NITC performs the following system security tasks for systems physically and/or logically located within the NITC Enterprise Network boundaries:

- Enterprise Network Firewall and Access Control List administration
- Enterprise Network Remote Access and Admission Controls administration
- Enterprise Network Intrusion Detection System (IDS) monitoring
- Enterprise Operating System (OS) vulnerability scanning and reporting to the Customer System Security Officer
- Enterprise compliance scanning to ensure the systems are maintained with proper baseline configuration standards and patch management
- Identity and Access Management administration which includes:
 - OS level security in the form of User ID/Password verification
 - Enforce strict security policies regarding system access

How We Charge

The cost of this service is included when NITC Network Services are utilized.

Hosting services that include Network Security Services:

- Platform as a Service
- Infrastructure as a Service
- Managed Hosting services
- Collocation Hosting services

Service Level Metrics

Measure	Target SLA
System Monitoring	24 x 7
Incident Response	24 x 7

Cost Saving Tips

- Utilize NITC Network Services instead of hosting a private networking solution
- Provide at least 180 days notice for growth or retraction of processing requirements
- Communicate projected networking requirements on a quarterly basis
- Limit internet usage to business related activities

Additional Information

NITC also provides Security Governance Services that include limited control documentation, control inheritance, and audit support.

Security Governance

NITC can provide information and assurance that NITC services comply with mandatory security controls.

NIST Special Publication 800-53A

NIST

**National Institute of
Standards and Technology**
U.S. Department of Commerce

Service Description

NITC provides information and assurance that NITC services comply with mandatory security controls.

What is Included

- FISMA compliance for NITC-provided services
- Standards and guidelines, including minimum requirements, for providing adequate information security for all agency operations and assets
- Supervision and oversight of NITC activity to ensure enforcement and monitor usage of information system access controls
- Security controls review to enable more consistent, comparable, and repeatable assessments
- Annual internal and 3rd party audits and assessments of security controls to determine overall control effectiveness
- Risk Management Framework for security categorization, security control selection and implementation, control assessment, information system authorization, and control monitoring
- More complete, reliable, and trustworthy information for organizational officials, to support security accreditation decisions, information sharing, and FISMA compliance

How We Charge

This critical value-added service is included with NITC Hosting Services.

Hosting services that include Security Governance:

- Platform as a Service
- Infrastructure as a Service
- Managed Hosting services
- Collocation Hosting services

Service Level Metrics

Measure	Target SLA
Inquiry Response	8 x 5
Audit Results	Annual
Control Inheritance Matrix	Upon Request*
Control Descriptions	Upon Request*

* - Documentation provided is controlled and For Official Use Only (FOUO)

Cost Saving Tips

- Utilize a full complement of NITC services to obtain the most inheritable management controls

Relative Control Inheritance

NITC Service	NITC Network	NITC Storage	Inheritable Controls
Collocation Hosting	No	No	✓
	Yes	No	✓ ✓
	Yes	Yes	✓ ✓ ✓
Managed Hosting	No	No	✓ ✓ ✓ ✓
	Yes	No	✓ ✓ ✓ ✓ ✓
	Yes	Yes	✓ ✓ ✓ ✓ ✓ ✓
Infrastructure as a Service	Yes	Yes	✓ ✓ ✓ ✓ ✓ ✓ ✓
Platform as a Service	Yes	Yes	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓

Additional Information

A full matrix of inheritable management controls that identifies which controls are potentially inheritable as part of NITC's other hosting services is available upon request.



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